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CITY OF ATLANTA

SHIRLEY FRANKLIN
MAYOR

55 TRINITY AVENUE, S.W.
ATLANTA, GEORGIA 30303-0300
TEL (404) 330-6100

November 6, 2006

President Lisa Borders and
Members of Atlanta City Council
City Hall, Suite 2900 South
68 Mitchell St., S.W.
Atlanta, Georgia 30303

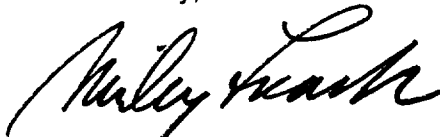
RE: Taxicabs & Vehicles for Hire Hearing Officer Appointment

Dear President Borders and Members of the Council:

It is a pleasure for me to appoint Frankie Brown to serve as a Taxicabs & Vehicles for Hire Hearing Officer for the City of Atlanta. This appointment is for a **term of two (2) years**.

I am confident that Ms. Brown will serve the position of Taxicabs & Vehicles for Hire Hearing Officer with integrity and dedication.

Sincerely,



Shirley Franklin

RESUME

Frankie Diane Brown

4107 Cornell Blvd SW
Atlanta, Georgia 30331
frankiewrites@yahoo.com
404-696-5022-Cell -678-613-9426

Objective: A twenty-three year innovative Administrator actively seeking a company to establish myself as a team member. I seek the opportunity to strategically assist with the operational efforts of a firm or company through allegiance, loyalty, leadership, compatibility, productivity and contribution to facilitate good business ethics and relations.

Marital Status

Widow

Education

Atlanta, GA, Morris Brown College (1961-1964)
Durham, NC University (1961 Special summer program for Business students)
Dunn & Bradstreet-Course in Credit and Financial Analysis 1973, Atlanta
Completed (14) Management and Supervision Courses by Atlanta City Government (1992-2003)
Clayton State College, Management courses, 2001-2003

Continental Fashion Mart Inc., Owner/CEO
2003- 2005 presently – Currently home based

Atlanta Airport Superior Shuttle

2029 Pernoshal Ct
Atlanta, GA 30338

2004-2005- Consultant, Administrative Assistant, Reservations clerk

23 year Work History

Atlanta City Government

1981-1992- Atlanta Bureau of Police Services-Special Police Officer for Vehicles for Hire; was awarded for creating new ordinances, developing driver test and assisting with the Ambassador Program training for Taxis, Limousines and the Animal Drawn Carriage industries, responsible as the Office Manager until a promotion transferred me to the Department of Aviation in 1992.

Atlanta City Government

1992-2003- Hartsfield Jackson Int'l Airport's Dept. of Aviation, Administrator Coordinator and Supervisor for the Airport's Ground Transportation Division after receiving a promotion from Vehicles for Hire in 1991, therefore, established the 1st Ground Transportation Division for Hartsfield International Airport in 1992. I worked in this capacity as an Administrator, Operational Coordinator and Supervisor until retiring on July 31, 2003. Created and amended city ordinances to strengthen the Ground Transportation's operational and enforcement efforts for Vehicles for Hire at the airport. Held

weekly meetings with the taxi industry and Starter Management to discuss and resolve Taxi Industry issues originating in the Taxi Assembly Area or

resulting at the West curb's queuing area. Additionally, was the technical employee to resolve issues with the Auto-Cashiers in the Taxi Assembly Area and coordinated all improvements for the Taxi Industry and the Taxi Assembly Area at the airport, for the Ground Transportation Manager. I was one of the editors, writers and reporters for the Taxi Newsletter for the airport. Chosen as a member of Aviation's Improvement Task Force I and II for improvements of the terminals complex and the ground transportation center.

Awards

- *2004 Exemplary Customer Service Award, Hartsfield (returned for award)
- *2003 Mayor, Shirley Franklin's Coveted Phoenix Award For Exemplary Service, (Plaque)**
- *2003 Mayor, Shirley Franklin's, Award for Exemplary Service (Certificate)**
- *2002 Mayor, Bill Campbell's, Award For Exemplary Service**
- *2002 Exemplary Customer Service Award, Hartsfield Airport
- *2002 Dept of Aviation Exemplary Service Awards 1981-2002
- *2001 Exemplary Customer Service Award, Hartsfield Airport
- *(3) 2000 Exemplary Customer Service Awards, Hartsfield Airport**
- *1999 Certificate of Appreciation Customer Service Hartsfield Airport
- *1996 Certificate of Appreciation Customer Service Hartsfield Airport
- *1991 Vehicles For Hire Service Appreciation Award-Atlanta Police Bureau
- *1987 Team Leader Award, Vehicles for Hire, Atlanta Police Bureau**
- *1986 TAC Award (Taxicab Advisory Committee) Atlanta Police Bureau
- *1984 Citizen Letter of Appreciation, Mayor Maynard Jackson (Atlanta Police Bureau)**
- *1983 Coveted Phoenix Award For Exemplary Service, Mayor, Andrew Young (Plaque) Atlanta Police Bureau)**
- *1982 Employee of the Year Vehicles for Hire, Atlanta Police Bureau**

Special Note: (Future plans include advancing my education (learning never stops)

Hobbies: Reading, Singing, Writing poetry and Novels

Equipment: Personal Computer, Cash register, Credit card registers, two-way radios, automobile, Auto Cashier tech for the Taxi Assembly Area

References: Available upon request